1	THE WITNESS: Okay. I'm not a I'm not
2	a lawyer so I'm not sure what an interrogatory is.
3	MR. DUNCAN: They're questions.
4	JUDGE SIPPEL: Well, they're questions.
5	They're specific questions as opposed to do you
6	believe, do you admit the fact that you were in school
7	yesterday.
8	THE WITNESS: I see.
9	JUDGE SIPPEL: This is asking where were
10	you yesterday.
11	THE WITNESS: Okay.
12	JUDGE SIPPEL: But it's the same effect.
13	It's factual information that's been submitted and
14	there's a penalty for not telling the truth.
15	THE WITNESS: Understand.
16	JUDGE SIPPEL: Fair enough, Mr. Shook?
17	BY MR. SHOOK:
18	Q The interrogatory in question is
19	interrogatory number 5 and it reads as follows:
20	"Identify all persons who prepared or assisted with
21	the preparation of the supplemental ownership reports
22	for the years 1993 and 1995." And the answer in
23	pertinent part reads: "Subject to and without waiving
24	the foregoing objections or the general objections,
25	SFUSD states that for the years 1993 and 1995

1	supplemental ownership reports would have been
2	prepared by the station's General Manager with the
3	assistance of the station's Operations Manager William
4	Helgeson."
5	My question for you is are you the source
6	of that answer?
7	A I would have to say that I am not the
8	source of that answer if only because I don't recall
9	being asked to prepare any answers to this document
10	to these interrogatories.
11	Q Fair enough.
12	JUDGE SIPPEL: Again, this is a September
13	2004 document also.
14	THE WITNESS: Yes.
15	JUDGE SIPPEL: To put it into time.
16	THE WITNESS: Thank you.
17	BY MR. SHOOK:
18	Q Now moving on to the same document
19	interrogatory number 7.
20	JUDGE SIPPEL: What page is that on?
21	MR. SHOOK: It begins on page 12.
22	BY MR. SHOOK:
23	Q Interrogatory number 7 reads: "Identify
24	all persons who prepared the quarterly issues/programs
25	lists due the 10th day after the end of each quarter
ŀ	

1	during the period January 1, 1991 to the present."
2	The pertinent part of the answer is: "Subject to and
3	without waiving the foregoing objections or the
4	general objections SFUSD states that the quarterly
5	issues/programs lists were created by the station's
6	General Managers identified in the response to
7	interrogatory number 3 above with the assistance of
8	William Helgeson, the station's Operations Manager.
9	SFUSD further states that those lists are
10	based in part on quarterly program descriptions
11	provided by the individual producers of local programs
12	to the station's General Manager or to William
13	Helgeson."
14	Mr. Helgeson, were you the source for that
15	response?
16	A I would have to say that I don't I have
17	no no, I have no recollection of being asked to
18	prepare that answer. So I don't I would have to
19	say I don't recall ever being specifically asked that
20	question in 2004 in preparing whoever prepared this
21	document.
22	JUDGE SIPPEL: All right. All right. I
23	think you answered it.
24	BY MR. SHOOK:
25	Q Now, Mr. Helgeson, do you recall being

1	deposed in this matter?
2	A Yes, on September I believe it was
3	September 28th of 2004.
4	Q Bureau Exhibit 42
5	JUDGE SIPPEL: Is this going to be the
6	last area that you're going to go into with this
7	witness?
8	MR. SHOOK: Your Honor, I'm getting really
9	close.
10	JUDGE SIPPEL: Oh, I don't even want to
11	chance it.
12	(Laughter).
13	JUDGE SIPPEL: Go ahead. Go right ahead.
14	What's the exhibit number?
15	MR. SHOOK: Exhibit 42.
16	BY MR. SHOOK:
17	Q And the document requests themselves or
18	the various categories appear on page 5.
19	MR. DUNCAN: Would you like to explain? I
20	think he might benefit from an explanation of what
21	this document is as well, Your Honor, or should I do
22	it?
23	JUDGE SIPPEL: You can do it.
24	MR. DUNCAN: This is the Bureau's first
25	request for production of documents from

1	JUDGE SIPPEL: You can put it on the
2	record. That's fine.
3	That's all it is.
4	MR. DUNCAN: So it's just a request that
5	documents be produced by the SFUSD.
6	BY MR. SHOOK:
7	Q And dated I mean, let's put this in
8	context.
9	MR. DUNCAN: The date on the document is
10	September 14, 2004.
11	THE WITNESS: Okay.
12	BY MR. SHOOK:
13	Q All right. Now, you don't really have to
14	focus on anything in particular. I just wanted you to
15	be aware of context of what I'm going to ask you that
16	this document was sent to SFUSD and its counsel on
17	September 14 of 2004.
18	Bureau Exhibit 43 is San Francisco Unified
19	School District's objections and responses to
20	Enforcement Bureau's first request for production of
21	documents. And at page 3 of Exhibit 43 it states in
22	pertinent part to request number 1, which number 1 was
23	all ownership reports that were in the station public
24	inspection file on August 1, 1997. The pertinent part
25	of the response reads: "Subject to and without

1	waiving the foregoing objections or the general
2	objections SFUSD states that upon information and
3	belief ownership reports for 1991 and 1997 were in the
4	public inspection file on or about August 1, 1997.
5	The 1991 report can be located on the CD
6	produced by SFUSD to the Bureau and is denominated
7	KALW 003575-3577. The 1997 ownership report was
8	attached to SFUSD's renewal application and is already
9	in the Bureau's possession.
10	SFUSD further states that it lacks
11	information sufficient to state whether other
12	ownership reports were in the public inspection file
13	at that time."
14	MR. DUNCAN: Your Honor, I believe Mr.
15	Shook was reading from Exhibit 43.
16	JUDGE SIPPEL: Forty-three. Yes, he is.
17	MR. DUNCAN: And the response I had put
18	the question I think we were told to go to 42. So
19	I had 42 in front of him. Here is 43, which is the
20	response to his request.
21	JUDGE SIPPEL: I see actually where you're
22	going on this, Mr. Duncan. You're absolutely right.
23	BY MR. SHOOK:
24	Q In any event, Mr. Helgeson, my question is
25	for the response that was given to the Bureau's

1	request did any of that information come from you?
2	A I don't recall providing any any of
3	that information any of that answer to whoever
4	drafted these answers.
5	Q At least with respect to the ownership
6	reports? I mean this is only focusing on the
7	ownership reports right now.
8	A Yes. Sure. Yes. You mentioned it
9	mentioned something about the CD contained in the
10	CD.
11	Q Right.
12	A Right. Yes.
13	JUDGE SIPPEL: Listen to, let me give you
14	the effect of it. I don't want to cut you off, your
15	answer. But this is saying that the 1991 report is
16	located on the CD. Okay. 1997 report was attached to
17	SFUSD's renewal application. And they already have
18	that. So in effect the answer is saying you can look
19	for the '91 material on the CD and you already have
20	the '97. Is that basically what it's saying?
21	MR. SHOOK: And then there's the final
22	sentence.
23	JUDGE SIPPEL: And the final sentence
24	which says "SFUSD further states that it lacks
25	information sufficient to state whether other

1	ownership reports were in the public inspection file
2	at that time." And that being what?
3	MR. SHOOK: The August 1, 1997.
4	JUDGE SIPPEL: All right.
5	MR. SHOOK: Okay.
6	THE WITNESS: So again the question is did
7	I provide that information?
8	JUDGE SIPPEL: Any of that information?
9	THE WITNESS: I don't recall providing any
10	of that information in 2004.
11	JUDGE SIPPEL: Now I say "providing" I
12	think when we talk about providing we mean giving it
13	to the lawyers who were preparing the document, the
14	attorneys who were working on this.
15	THE WITNESS: I don't recall giving that
16	to the attorneys in 2004.
17	JUDGE SIPPEL: Well, let me ask the
18	question again, as I did with the other, this was a
19	request for documents.
20	THE WITNESS: Yes. Yes.
21	JUDGE SIPPEL: This is different from the
22	request for admissions.
23	THE WITNESS: Right.
24	JUDGE SIPPEL: Different from the request
25	for answers to interrogatories. This is asking
	NEAL P. GPOSS

1	whether you have these documents, and if you do have
2	them, we want them. That's in effect what they're
3	saying, okay?
4	THE WITNESS: Okay.
5	JUDGE SIPPEL: Did you help the attorneys
6	in anyway preparing for a document request in 2004,
7	September 2004?
8	THE WITNESS: In September I don't
9	recall providing them with any documents.
10	JUDGE SIPPEL: And you would recall that,
11	wouldn't you? That's not that long ago.
12	THE WITNESS: It's no, I would recall
13	that. And given my I would say in that time, even
14	my eyesight I wouldn't asking me to find documents
15	wouldn't be wouldn't be a terrific idea anyway.
16	JUDGE SIPPEL: I admit I've taken this
17	question further than I should have.
18	(Laughter).
19	JUDGE SIPPEL: Your logic is inescapable.
20	(Laughter).
21	JUDGE SIPPEL: I'm sorry. I don't I
22	don't you know, let's move on.
23	BY MR. SHOOK:
24	Q All right. Now I want to focus on request
25	number 3, and request number 3
	NEAL D. CDOSS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23

25

JUDGE SIPPEL: We're on the same document then?

MR. SHOOK: Yes. EB Exhibit 43.

BY MR. SHOOK:

Q Request number 3, which appears on page 4, and it reads as follows: "All issues/programs lists that were in the station public inspection file on August 1, 1997." And the pertinent part of the answer reads as follows: "Subject to and without waiving the foregoing objections or the general objections, SFUSD states that upon information and belief on or about August 1, 1997 the station's public inspection file contained issues/programs lists for the period from January 1, 1992 until the second quarter of 1997 (the last quarter before the 1997 renewal application was filed) with the exception of the document entitled City Visions Quarterly Issues/Programs List 1992 to 1997, CEGKALW 000107, which upon information and belief SFUSD believes was generated and placed in the files after August 1, 1997. Those documents can be located on the CD produced for SFUSD to the Bureau and are denominated KALW0001 through 1008.

SFUSD further states that it lacks information sufficient to state whether other documents constituting issues/programs lists were in

1	the public inspection file on August 1, 1997, but
2	states that some additional documents likely were in
3	the public inspection file at that time. SFUSD basis
4	this belief on the fact that GGPR attached one such
5	document as Attachment 0 to its Petition to Deny the
6	Application, but that no such document is now present
7	in the KALW public inspection file."
8	So my question for you is were you the
9	source of any of the information that I just read?
10	A I don't recall being the source of any of
11	that information in 2004.
12	Q The next area I'd like to focus on is EB
13	Exhibit 43. It's request number 5. And that request
14	reads it appears on page 5. That request reads as
15	follows: "All documents relied upon by Ramirez in
16	determining and certifying to the accuracy of the yes
17	answer given by SFUSD to application item 2 at page 3
18	which reads: 'Has the applicant placed in its public
19	inspection file at the appropriate the times the
20	documentation required by 47 CFR §73.3526 and
21	§73.3527.'"
22	In penitent part the response states
23	and I have to locate it. "Subject to and without
24	waiving the foregoing objections or the general
25	objections SFUSD states that upon information and

1	belief that Mr. Ramirez would have considered the
2	issues/programs lists in ownership reports from the
3	station's public inspection file in connection with
4	answering item 2 at page 3 of SFUSD's application."
5	Were you the source for that response?
6	A I wasn't I have no recollection of
7	being the source for that response.
8	Q Do you have any knowledge as to who the
9	source for that response was?
10	A I don't have any specific knowledge of who
11	it would have been who it was.
12	Q And I want to direct your attention to EB
13	Exhibit 50.
14	JUDGE SIPPEL: Okay. We can tell him what
15	it is, right?
16	MR. SHOOK: Right.
17	JUDGE SIPPEL: Is this a memo or is this
18	an email?
19	THE WITNESS: Looks like an email. I
20	hadn't seen I don't I want to
21	MR. SHOOK: Looks like an email.
22	JUDGE SIPPEL: Looks like an email. From
23	you to Ms. Wright.
24	JUDGE SIPPEL: Jackie Wright.
25	THE WITNESS: To Jackie. Okay.
	NEAL R. GROSS

1	JUDGE SIPPEL: And it's regarding the
2	legal costs of the license challenge. Jackie Wright,
3	that would be Jackie Wright.
4	THE WITNESS: Right.
5	JUDGE SIPPEL: Do you have a specific line
6	or paragraph you want to direct him to or is this
7	going to be a general question.
8	MR. SHOOK: No, first general and then
9	THE WITNESS: Okay.
10	BY MR. SHOOK:
11	Q Now, are you the author of this email?
12	A Yes, I am the author of this email.
13	Q And as reflected in the email, did you
14	review Sanchez law firm invoices to determine what the
15	Golden Gate Public Radio challenge had cost SFUSD up
16	to June of 2001?
17	A I did do that at the request of, I believe
18	it was Jackie Wright.
19	Q And now what exactly did you look at?
20	A What I looked at were I collected from
21	the time of the challenge up to the date of this
22	request all the Sanchez invoices that they had
23	received at the station from my file. And in
24	reviewing them, tried to call out what charges but
25	what amounts the Sanchez law firm had billed KALW

1	KALW and SFUSD in their work regarding the GGPR
2	challenge to the license.
3	Q Are these invoices that SFUSD still
4	maintains? Maybe I should back up.
5	A Okay.
6	Q How did you obtain the invoices that you
7	reviewed?
8	A I went to the station's files and my
9	private files where I keep information about invoices.
10	And I was able to go back over those periods of time
11	and collect the invoice my copies that I had kept
12	at the station of Sanchez invoices. And I reviewed the
13	line items that I saw them.
14	Q So this is now June 2001 and you had
15	maintained copies of invoices dating back to 1997?
16	A Yes, that's correct.
17	Q And is this something that you have
18	continued to do since, you've continued to maintain a
19	file of Sanchez law firm invoices?
20	A I tried to maintain at the station copies
21	of all invoices that the station pays, including those
22	of Sanchez law firm.
23	Q Currently to your knowledge how far back
24	does the station have a record of Sanchez law firm
25	invoices?

· i	
1	A I I at this point I'd have to
2	estimate without actually reviewing the file, but I
3	would say mid-'90s. At the time I was preparing I was
4	preparing this document, I certainly was able to find
5	them as far back as the period of 1997.
6	Without with the caveat that I I'd
7	like to review it, I couldn't give you an exact date
8	as far back they go.
9	Q According to the email the invoices
10	reflected by June of 2001 that \$83,914 had been paid
11	by the District, as it is said here, to defend itself
12	from GGPR.
13	Now, you've been questioned repeatedly
14	about various aspects of EB Exhibit 7, which were slip
15	listings from the Sanchez law firm and EB Exhibit 35,
16	which reflect other bills from the Sanchez law firm.
17	Do you recall that?
18	A That you've that you've questioned me
19	about those?
20	A Yes.
21	Q I would yes yes.
22	Q Now, looking at EB Exhibit 7 focusing on
23	page 11 there's a total for a bill that reflects a
24	figure of \$37,785.12.
25	JUDGE SIPPEL: That's under the heading of

1	"Grand Total"?
2	MR. SHOOK: Yes.
3	JUDGE SIPPEL: So why don't you go to the
4	grand total, which is usually at the end?
5	MR. DUNCAN: I guess I object. Having
6	looked at it, I guess I object to the characterization
7	of what appears at the bottom of that last page. I
8	believe he referred to this as "a bill."
9	JUDGE SIPPEL: Okay.
10	MR. DUNCAN: And I don't know that that's
11	MR. SHOOK: No, it's not a bill. It's
12	slip listings. I don't know what this is.
13	JUDGE SIPPEL: That's all right. We've
14	been on this Exhibit enough that we know what we're
15	talking about. These are not bills, these are slip
16	listings.
17	BY MR. SHOOK:
18	Q In any event, I just wanted to direct your
19	attention to the fact that the final figure that
20	appears on page 11 is \$37,785.12. And then when you go
21	to EB Exhibit 35 there's also a figure that appears at
22	the end of the Exhibit at page 3, and that figure
23	appears as \$15,222.02.
24	Now, not that I'm a math genius, but
25	adding those two figures together I come up with close

1	to \$53,000. Do you have any explanation for why there
2	appears to be such a disparity between your analysis
3	of what the Sanchez law firm billed and what we're
4	seeing here? The sum of the two figures appears to be
5	almost \$30,000 less?
6	A Well, at this at this time all I could
7	I mean, I don't recall specific you know, when
8	I was putting the I reviewing the bills in June of
9	2001 for Jackie Wright I don't at this point you
10	know, I'd have to it's been four years since I
L1	looked at those bills and came up with that figure,
L2	however I came up with it. And I that's so I
13	the slip listings were something were not something
14	that I went was the basis for my I never
15	received slip listings from Mr. Sanchez. So I'm not
L6	sure about the information contained as far as that
17	this this hearing is the first time I've seen
L8	slip listings.
L9	When Mr. Sanchez when I would get
20	invoices for from Mr. Sanchez, they came in this
21	form here.
22	JUDGE SIPPEL: Now "here"
23	THE WITNESS: So I can't really I can't
24	really explain at this point.
25	JUDGE SIPPEL: When you held up the

1	document, what is this form here? Hold on just a
2	second. Let counsel straighten it up.
3	MR. DUNCAN: This is EB 35. The "this"
4	that he held up is EB 35.
5	JUDGE SIPPEL: All right.
6	MR. DUNCAN: At this point I'd have to
7	JUDGE SIPPEL: Let's see if he needs
8	anymore information.
9	MR. SHOOK: I do not.
10	JUDGE SIPPEL: Okay.
11	MR. SHOOK: In fact, I'm finished.
12	JUDGE SIPPEL: There you go. There you
13	go.
14	Mr. Duncan, you ready to go?
15	MR. DUNCAN: I'd like a couple of minutes,
16	Your Honor. And since it's lunchtime, would that work?
17	JUDGE SIPPEL: That would work. Let me go
18	off the record.
19	(Whereupon, at 11:58 a.m. off the record
20	until 11:59 a.m.)
21	JUDGE SIPPEL: The Bureau has completed
22	its cross. It's 12:00. We will be back at ten minutes
23	after 1:00.
24	Thank you very much.
25	(Whereupon, at 12:00 noon the hearing was
	NEAL R. GROSS

1	adjourned, to reconvene this same day at 1:08 p.m.)
2	JUDGE SIPPEL: Okay. We're on the record.
3	The witness is on the stand. It's time for redirect.
4	Mr. Duncan?
5	MR. DUNCAN: Thank you, Your Honor.
6	REDIRECT EXAMINATION
7	BY MR. DUNCAN:
8	Q Mr. Helgeson, I'm going to start by taking
9	you back here a couple of days. We've spent a couple
10	of days now going through, more or less, a
11	chronological recitation of your involvement with the
12	station with respect to these issues. And I want to
13	just take you back to the beginning and just try to
14	make sure that we've nailed down a couple of things as
15	we go through.
16	I understood that you testified that the
17	first time you sort of worked at KALW was as a
18	volunteer, is that right?
19	A That's right. That was in the late '80s
20	was KALW was only I was a listener to KALW and
21	that's how I got started getting involved with the
22	station was as a listener. And the station was only
23	a few blocks from where I lived at the time. And I
24	called up one day and asked if I could volunteer. And
25	told him I was a listener. And they said come on in.

1	i
2	\
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	
18	
19	
20	
21	
22	
23	
24	

And I started coming in, I would say, one -- one day one afternoon a week or something, maybe two afternoons a week. And start doing some just general office clerical things that they had -- they had, that they could give me.

Q Okay. And during the time you were volunteering there were you also working at any other jobs for pay?

A Yes. I had -- I had just finished, actually. I was just finishing up around that time working for a small computer company that was in San Francisco. And their computer business didn't go too well. I was working in more of an administrative position at that -- at that firm. It was small. And they did some -- there were some staff cuts there due to -- due to the economy and so on. And I had left after about two years.

And then I was working for a person, a friend of mine that started a company, an event production company that put on, you know, corporate --corporate parties, weddings and so on. And I assisted her in on working on particular events. So it wasn't, say, a five day a week Monday through Friday type of job. So I had some time available. And part of the time I used to fill that time up with was doing some

1	volunteer work. And KALW was one of the places I did
2	it.
3	Q Had you ever had a job prior to coming to
4	KALW that you had been at for, you know, longer than
5	a few years?
6	A After getting out of college I didn't have
7	anything specifically lined up as far as a job. And
8	at that point my stepfather had a bar in San
9	Francisco. And he was getting ready to retire. And we
10	talked it over, and at right at soon of getting out
11	of college I took over operation of the bar in San
12	Francisco. And ran the bar for for about four or
13	five years.
14	And at that time it was a good way to make
15	money. And I enjoyed it. And did it until 19 early
16	1980/'81.
17	And then I got and at one point the
18	lease on the bar came up and the new owner of the
19	building decided he he wanted to get into the bar
20	business himself. And so he didn't offer me a new
21	lease, and that was my release from the bar business
22	at the time.
23	Q And what, if any, radio or media
24	experience did you have before you started
25	volunteering at KALW?

1	A When I walked in the door at KALW the late
2	'80s, I was as far as I recall the firs time I was
3	ever in a radio or a TV station in my life. I'd never
4	been in one before. So it was all KALW was the
5	only station I've ever worked at. And so up until
6	them it was all it was all new to me when I saw
7	KALW.
8	Q Did you have any prior radio/media
9	educational background?
10	A No, I didn't up to that point. I'd gone
11	gotten a college degree, but nothing related to
12	broadcasting or media in anyway at all. So, not even
13	nonelectric nonelectronic journalism.
14	Q Had you had any prior experience with
15	complying with governmental regulations or
16	requirements?
17	A No, sir. At that point I guess looking
18	back on it, in the previous jobs I can only recall
19	you know, when I there was there was when you
20	own a bar you have to have a liquor license. And
21	perhaps I that came with the bar already, so I had
22	to maintain that as a license. But that's the only
23	kind of government license that I was maintaining up
24	to that point that I can recall before I came here
25	up to that time.

23

24

25

Q Okay. And your first full time job, paid job, I guess, at KALW was as a clerk/typist, is that right?

It was the Civil Service classification Α was called clerk/typist. And basically it was a general -- it was the kind of position that they offered people who were doing general office work, things like filing, typing. It was a typing position, although even at that time I was doing very little typing. At least at KALW I didn't do too much typing at that point, that I can recall. It was answering the phone. People called in, wanted to have information about programs, you'd answer that kind of a question. That was the kind of thing. It was envelop stuffing to do, opening up mail when it came in, putting things away whatever needed to be put away. That was, as I recall, the kind of general duties that I was involved with at that time.

Q In what ways did your duties at KALW change over time?

A From the time -- in the late '80, after I stopped being -- I -- at one point I had stopped being a volunteer. They offered me -- they wanted to have somebody there approximately two days a week. They wanted to add an administrative type clerk position.

## NEAL R. GROSS

week.

which was -- it started as about two days a week and over time became three and four. As -- as I started learning more things to do, I got around the office. And they needed somebody else. And so over time it included all those things that I was doing, sort of answering the phone and filing and typing maybe two

days a week, I started doing it three and four days a

And so they added me in as this clerk/typist position,

Over time I started taking on some of the activities regarding listener donations. We got a lot of -- the vast majority of the funds to run KALW have always come from the listeners, at least while I was there. And so there was quite a bit involved with counting up the checks that came in, taking care of credit card donations, which at that time were all done manually on a typewriter not electronically like they are now.

And often and over time if people made a donation of a certain amount, we would send them a coffee mug. So there was mail going out in that sense. There was mail going -- maybe over time there was preparing the mailings to determine who -- who we were going to send money requests for donations to. And preparing those mailings. Maybe going to the printer.

2

3

4 5

6

\_

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

Over time starting to collect information about radio programs. That information would be prepared for the Program Guide.

It was like a general -- on a gentle gradually over time more and more duties came on.

Q And at some point you were then given the title of Operations Manager, is that right?

Α Yes. In early '90s Jerry Jacob saw that I was doing actually quite a bit more than just being -doing the duties of what at that time clerk/typist. And he offered -- he felt it was more of a managerial positions given the kind of duties and responsibilities I had and that he was giving me. So it was involving things such as doing the -- taking care of the payroll of the station on a biweekly basis, scheduling announcers for the station when we needed announcers, being involved in making some purchases when purchases needed to be made. Taking care of some of the billing for invoices and financial -- financial matters. And, again, taking on -- you know, as time went on, preparing more of the copy for the Program Guide and making sure that that was taken care of promptly. Those were the kind of things that I started doing on a more regular basis. And he felt that senior clerk/typist or clerk/typist position